

COVID Vaccine Scheduling Workflow

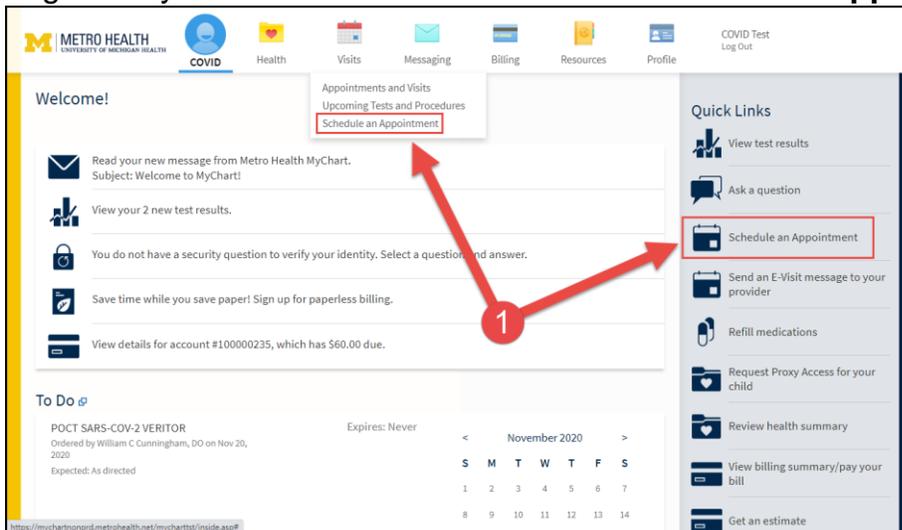
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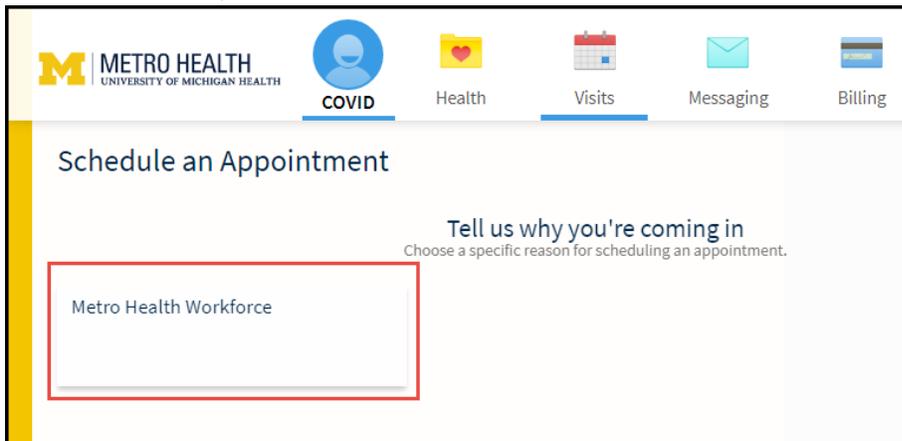
Website View

Scheduling

1. Log into MyChart and select the button to **Schedule an Appointment**.



2. Select the visit, **Metro Health Workforce**.



COVID Vaccine Scheduling Workflow

- The first question will verify that you are employed in the healthcare industry.

A couple of questions

* Do you work in the Healthcare industry?

Yes No

CONTINUE

- The second question will ask if you are scheduling COVID Testing or the Vaccine. Choose **Vaccine**.
- Next you will be guided through a series of questions specific to the vaccine itself.
- At the end of the questionnaire, you will receive a notice that you are scheduling two appointments at the same time.

Schedule an Appointment START OVER

Reason for visit Edit
COVID-19 Virtual Visit & Test

Locations Edit

Time

Verify and schedule

Looks like you're scheduling an appointment with multiple parts!

We'll walk you through your options and make sure that everything gets taken care of:

- COVID Vaccine Dose 1
- COVID Vaccine Dose 2

GOT IT, THANKS!

- Both appointments will take place around the same time 21 days apart. It is very important to make sure you are available for the second dose. Visits will only be rescheduled by specified staff on an emergency basis.

Schedule an Appointment START OVER

Reason for visit Edit
COVID-19 Virtual Visit & Test

Locations Edit
Metro Health Hospital

Time

Verify and schedule

What time works for you?

Start search on
12/12/2020

Monday December 14, 2020	8:00 AM - COVID Vaccine Dose 1 Metro Health Hospital Occupational Health and Safety • 5900 Byron Center Ave SW WYOMING MI 49519 • 616-252-7241
Monday January 4, 2021	8:10 AM - COVID Vaccine Dose 2 Metro Health Hospital Occupational Health and Safety • 5900 Byron Center Ave SW WYOMING MI 49519 • 616-252-7241

CONTINUE

COVID Vaccine Scheduling Workflow

8. Verify your demographics to make sure that everything is correct and up to date in Epic. You will be asked for insurance information but that is not necessary or required for this workflow.

Schedule an Appointment START OVER

Reason for visit Edit
COVID-19 Virtual Visit & Test

Locations Edit
Metro Health Hospital

Time Edit
Monday December 14, 2020 8:00 AM
Monday January 4, 2021 8:10 AM

Verify and schedule

Verify your insurance

Insurance on File

You have no insurance on file.

+ ADD A COVERAGE

THIS INFORMATION IS CORRECT

9. Enter a reason for the visit and click **Schedule**.

Schedule an Appointment START OVER

Reason for visit Edit
Metro Health Workforce

Locations Edit
Metro Health Hospital

Time Edit
Friday December 18, 2020 1:25 PM
Friday January 8, 2021 1:30 PM

Verify and schedule

Is everything correct?

Metro Health Workforce

Appointments will be scheduled on multiple days

Friday December 18, 2020
1:25 PM
COVID Vaccine Dose 1
Metro Health Hospital Occupational Health and Safety • 5900 Byron Center Ave SW WYOMING MI 49519 • 616-252-7241

Friday January 8, 2021
1:30 PM
COVID Vaccine Dose 2
Metro Health Hospital Occupational Health and Safety • 5900 Byron Center Ave SW WYOMING MI 49519 • 616-252-7241

*What is the most important thing you want addressed during this visit?
vaccine

Visit Instructions
COVID Vaccine Dose 1

Next Steps:

1. Complete eCheck-in within 7 days of the appointment
2. Review the **FACT SHEET FOR RECIPIENTS AND CAREGIVERS**: <https://www.covidvaccine-us.com/images/pdf/fact-sheet-for-recipients-and-caregivers.pdf>

Appointment Instructions:

- Please arrive 5-10 minutes early
- Bring your Badge and/or Driver's License
- Upon arrival, go into the MyChart App, select Appointments, and click I'm Here

VIEW FULL INSTRUCTIONS

METRO HEALTH UNIVERSITY OF MICHIGAN HEALTH

SCHEDULE

10. This notice will appear when the appointments have been scheduled.

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Dennis Health Visits Messaging Billing Resources Profile

Appointment Details

Appointments Scheduled
Thanks, these appointments are now scheduled for Dennis Reynolds!

BACK TO VISITS LIST PAGE

COVID Vaccine Scheduling Workflow

eCheck-in

1. Select the eCheck-in button from the main page or within the Appointments and Visits page. eCheck-in will be available starting 7 days prior to the appointment and should be completed prior to arrival.

The screenshot shows the 'Appointments and Visits' section of a web application. At the top right is a 'SCHEDULE AN APPOINTMENT' button. Below it, a 'Show: Upcoming and Past' dropdown and a 'More Filter Options' link are visible. The main heading is 'Upcoming Visits'. A calendar view shows 'Next 7 Days' with 'DEC 14 Mon' highlighted. The appointment details are: 'COVID Vaccine Dose 1', 'Starts at 8:00 AM EST', and 'Metro Health Hospital Occupational Health and Safety' with address '5900 Byron Center Ave SW, WYOMING MI 49519' and phone '616-252-7241'. To the right of the details are two buttons: 'ECHECK-IN' (highlighted with a red box and a red arrow) and 'DETAILS'. Below these is a red 'X Cancel Appointment' link.

2. Review and sign the Consent Form.

The screenshot shows the 'eCheck-In' page. At the top, there is a progress bar with two steps: 'Sign Documents' (active) and 'Personal Info'. Below the progress bar, the text reads 'Please review and address the following documents.' A 'Consent Form' is listed with a status of 'Not Signed Yet' and a document icon. A red box highlights the 'REVIEW AND SIGN' button. At the bottom, there are 'NEXT' and 'FINISH LATER' buttons. A note at the bottom states: 'Once this step is completed, documents will be submitted for clinic review.'

3. The Consent Form has an acknowledgement section where you must indicate whether or not you prefer to receive a copy of the patient rights which are located on the main page of MyChart. After that, enter your signature and password, and click **Continue**.

The screenshot shows the 'Consent Form' page. At the top, it says 'PLEASE CHOOSE AN OPTION BELOW:'. There are two radio button options: 'Accept - Please refer to the link on the the MyChart homepage for a copy of the Patient Rights' (marked with a red '1') and 'I Decline to receive a copy of the Patient Rights'. Below this is a signature field with a green checkmark and the name 'Jack Skellington' (marked with a red '2'). Underneath is a 'Relationship if other than Patient' section with radio buttons for 'Mother', 'Father', 'Legal Guardian', 'Spouse', and 'Other'. A section for minors asks 'If Patient is unable to sign, or is a minor, complete the following:' and includes a field for 'Patient is a minor () years of age) or is unable to sign because:'. Below that is a 'Spouse Signature' field with a lock icon and the text '(Spouse Signature) Witness: Mychartbguser'. At the bottom, there is a password field with the text 'To submit this document, please enter your password.' (marked with a red '3') and a 'CONTINUE' button (marked with a red '4'). There are also 'CLEAR FORM' and 'CANCEL' buttons.

COVID Vaccine Scheduling Workflow

4. You will then be prompted to verify your Allergies, Medications, Health Issues, and Demographics. At the end they will receive a message that eCheck-in is complete.

eCheck-In Complete

Thanks for using eCheck-In!
The information you've submitted is now on file.
When you arrive, you may need to:
Sign Documents

[BACK TO APPOINTMENT DETAILS](#)

COVID Vaccine Dose 1

🕒 Wednesday December 16, 2020
8:00 AM EST
[Add to Calendar](#)

📍 Metro Health Hospital Occupational Health and Safety
5900 Byron Center Ave SW
WYOMING MI 49519
616-252-7241

5. From the appointment details, the next steps will be listed as well as a map of the lower level from the appointment details.

Appointment Details

Thanks for using eCheck-In!
The information you've submitted is now on file.
When you arrive, you may need to:
Sign Documents

COVID Vaccine Dose 1

🕒 Wednesday December 16, 2020
8:00 AM EST
[Add to Calendar](#)

📍 Metro Health Hospital Occupational Health and Safety
5900 Byron Center Ave SW
WYOMING MI 49519
616-252-7241

[Cancel Appointment](#)

Visit Instructions

Next Steps:

- Complete eCheck-in within 7 days of the appointment
- This must be completed prior to the appointment

Appointment Instructions:

- Please arrive 5-10 minutes early
- Bring your Badge and/or Driver's License
- Upon arrival, go into the MyChart App, select Appointments, and click I'm Here

COVID-19 Employee Vaccination

Lower Level Conference Room A & B Location
Hospital Lower Level

Getting your COVID-19 Vaccination

- Visit MyChart to schedule your time slot.
- You must arrive 5-10 minutes early.
- After you receive your vaccination, we recommend you stay in the observation area for a few minutes to make sure you do not experience a reaction.
 - This is a precaution. It is not expected that people will experience severe reactions to the vaccine.
- 21 days from first vaccine shot, second shot will be administered.
You cannot miss or delay receiving this second shot.

Reminder: Please enter through the physician entrance or the Tower B elevator or stairwell.

5000 Byron Center Avenue SW | Wyoming, MI 49519 | 616.252.7200 | metrohealth.net

[Collapse](#)

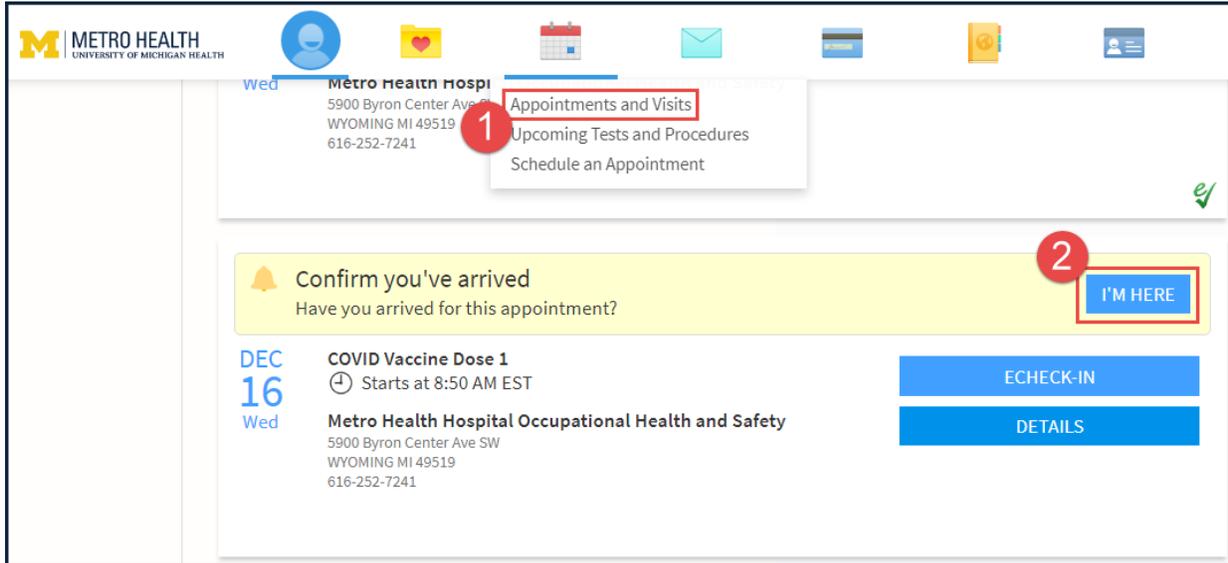
COVID Vaccine Scheduling Workflow

Self-Arrival

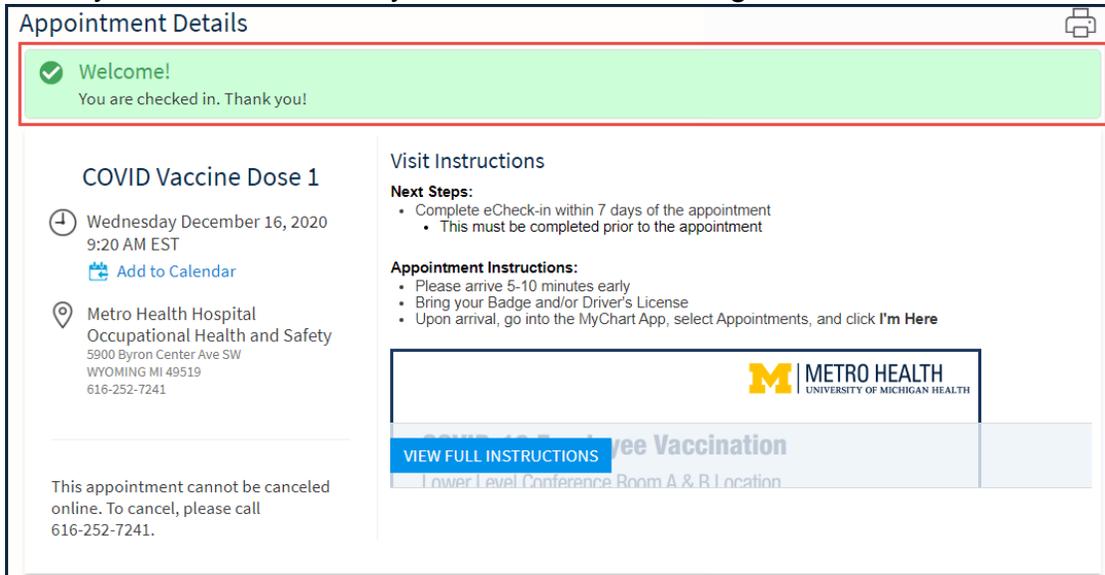
You will be able to initiate the arrival process within thirty minutes of the appointment start time. eCheck-in should always be completed before the Self-Arrival process.

This must be completed through MyChart before you go to the greeter.

1. Log into MyChart and go to **Appointments and Visits**
2. Select **I'm Here**



3. Once you are checked in, you will see this message.

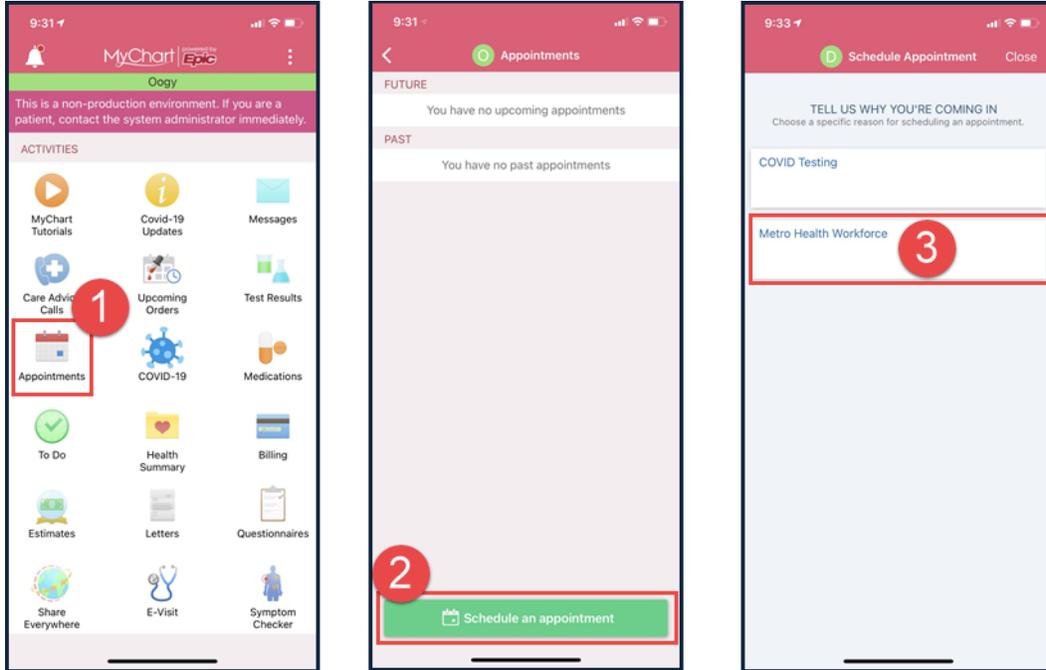


COVID Vaccine Scheduling Workflow

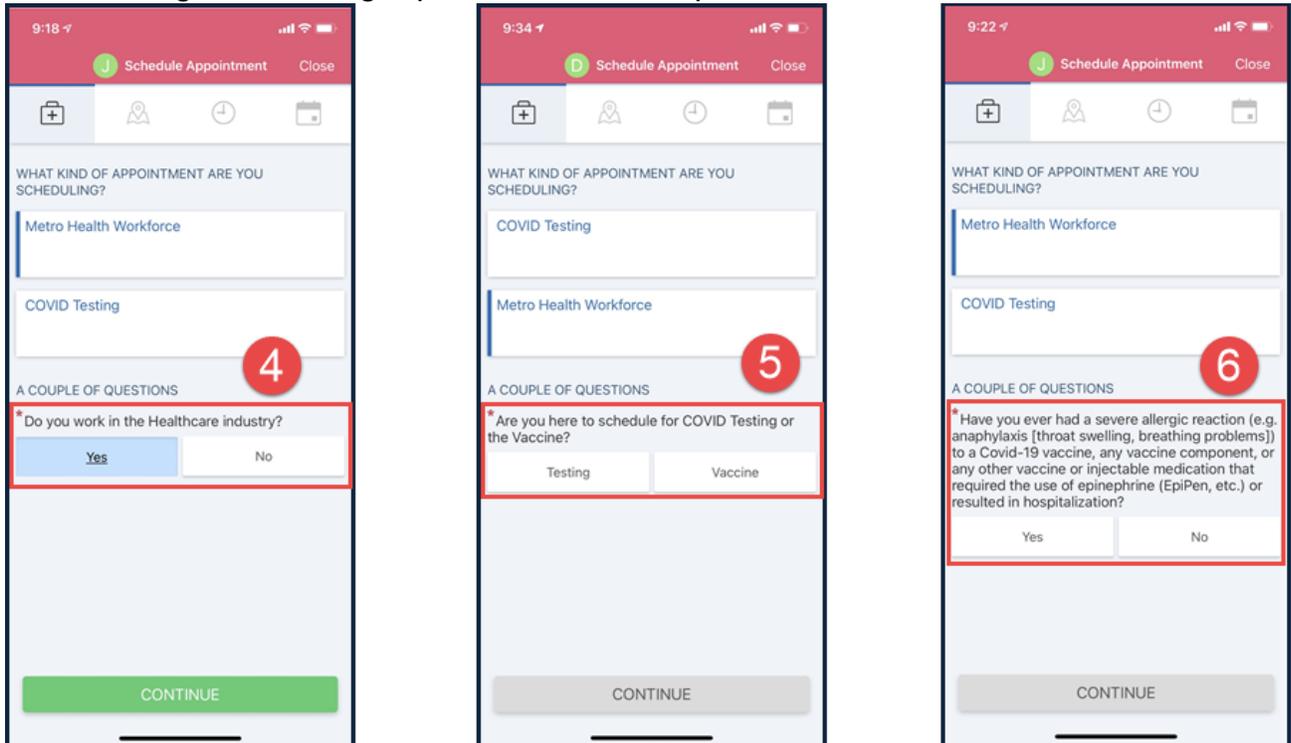
App View

Scheduling

1. Log into the App and select **Appointments**
2. Select **Schedule an appointment**
3. Select **Metro Health Workforce**

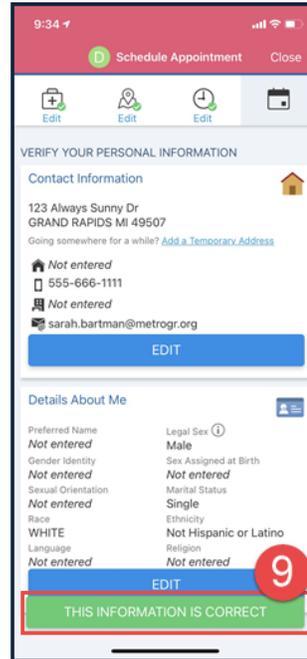
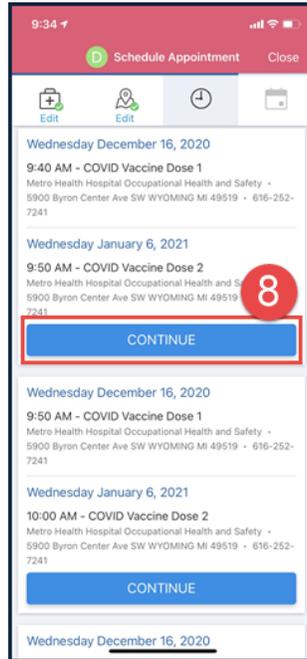


4. Confirm that you are a healthcare worker
5. Select **Vaccine**
6. You will be guided through questions that are specific to the vaccine

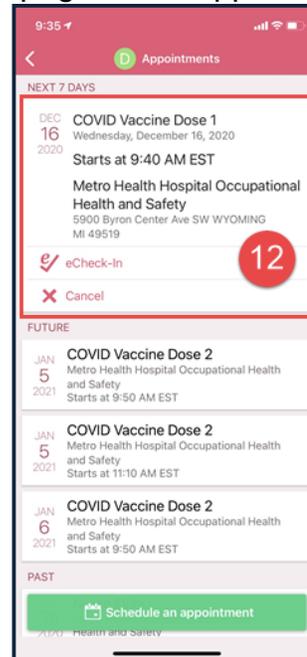
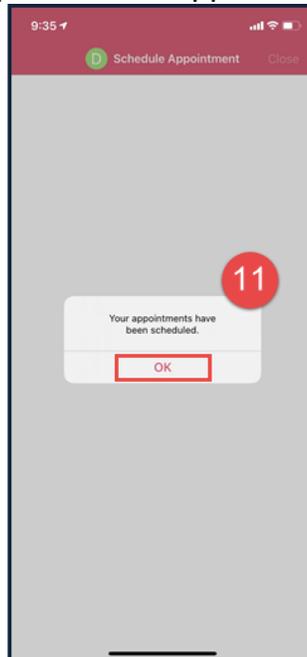
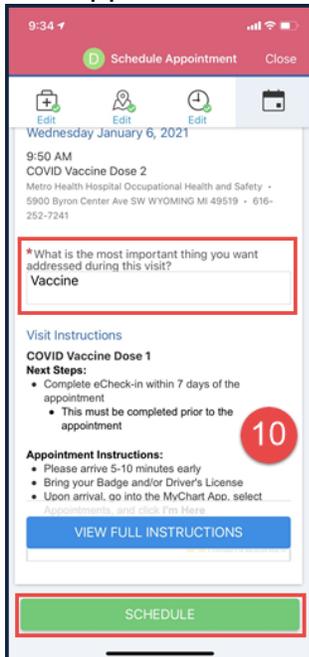


COVID Vaccine Scheduling Workflow

- At the end of the questionnaire, you will receive a notice that you are scheduling two appointments at the same time.
- Both appointments will take place around the same time 21 days apart. It is very important to make sure you are available for the second dose. Visits will only be rescheduled by EHS staff on an emergency basis.
- Verify your demographics to make sure that everything is correct and up to date in Epic. You will be asked for insurance information but that is not necessary or required for this workflow.



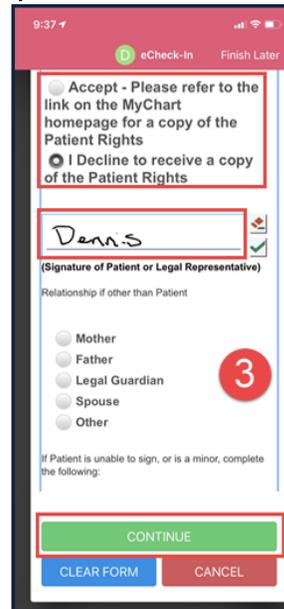
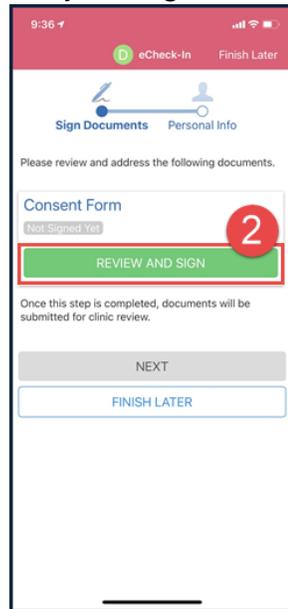
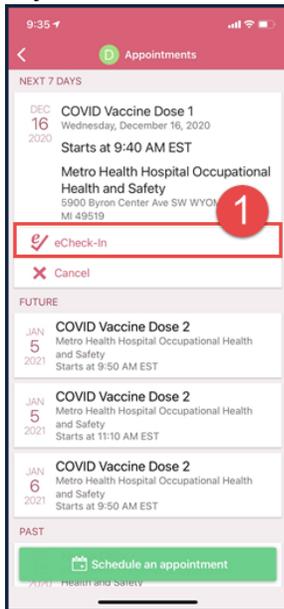
- Enter a reason for the visit and select **Schedule**.
- A notice will appear that the appointments have been scheduled.
- The appointment will appear on the appointments page of the app.



COVID Vaccine Scheduling Workflow

eCheck-in

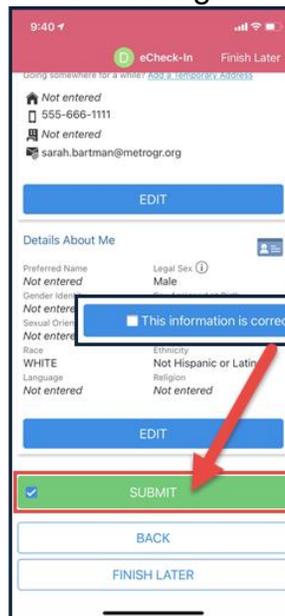
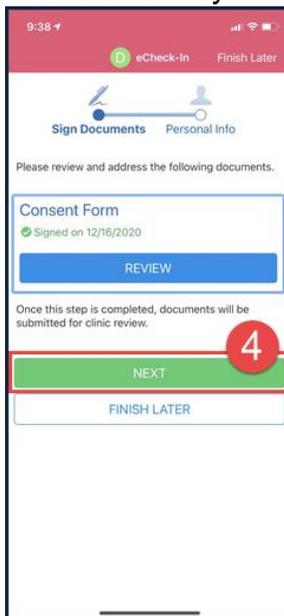
1. Select the eCheck-in button from the main page or within the Appointments and Visits page. eCheck-in will be available starting 7 days prior to the appointment and should be completed prior to arrival.
2. Review and sign the Consent Form.
3. The Consent Form has an acknowledgement section where you must indicate whether or not you prefer to receive a copy of the patient rights which are located on the main page of MyChart. After that, enter your signature and password, and click **Continue**.



4. Click **Next** after signing the Consent.
5. You will then be prompted to verify your Allergies, Medications, Health Issues, and Demographics.

Note: The button to verify that the information is correct will turn into the Submit button after it is selected.

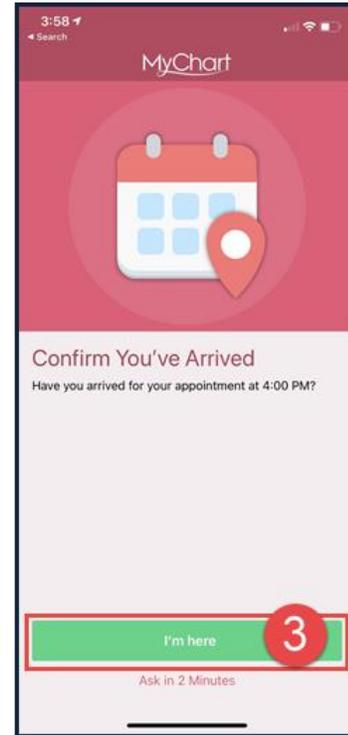
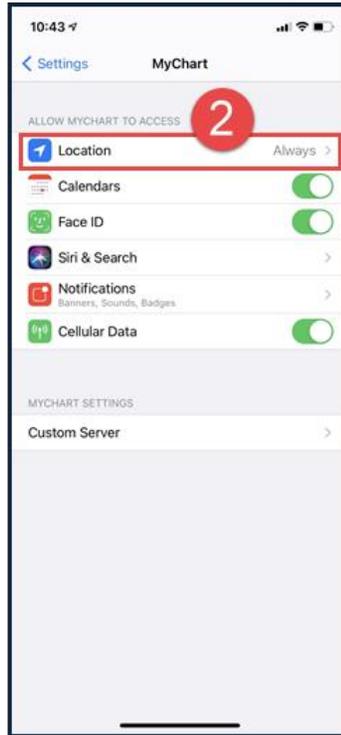
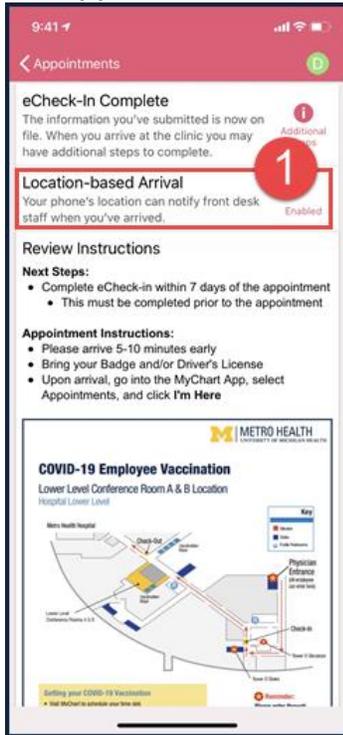
6. At the end they will receive a message that eCheck-in is complete.



COVID Vaccine Scheduling Workflow

Self-Arrival

1. To use Self-Arrival through the App, you will need to have location services enabled on your device. You can make sure that this is set up from the Appointment Details.
2. To enable location services, go to Settings, MyChart, and change the permission to **Always**.
3. When this is enabled, you will receive this notice upon opening the app when you arrive for the appointment.



COVID Vaccine Scheduling Workflow

Post Vaccination Communications

After the vaccine, you will receive two communications. One will be a message about specific immune responses to look out for, instructions on how to register for V-Safe, and a link to the adverse reaction form to submit if necessary.

Metro
12/16/2020 09:21 AM

Print Delete

Your Recent Visit to Metro Health - University of Michigan Health

Hello Jack,

Thank you for receiving your vaccination for COVID-19.

WHAT ARE THE RISKS OF THE PFIZER-BIONTECH COVID-19 VACCINE?
Expected natural immune responses (often referred to as side effects) are listed below:

- injection site pain
- tiredness
- headache
- muscle pain
- chills
- joint pain
- fever
- injection site swelling
- injection site redness
- nausea
- feeling unwell
- swollen lymph nodes (lymphadenopathy)

There is a remote chance that the Pfizer-BioNTech COVID-19 Vaccine could cause a severe allergic reaction. A severe allergic reaction would usually occur within a few minutes to one hour after getting a dose of the Pfizer-BioNTech COVID-19 Vaccine. Signs of a severe allergic reaction can include:

- Difficulty breathing
- Swelling of your face and throat
- A fast heartbeat
- A bad rash all over your body
- Dizziness and weakness

These may not be all the possible side effects of the Pfizer-BioNTech COVID-19 Vaccine. Serious and unexpected side effects may occur. Pfizer-BioNTech COVID-19 Vaccine is still being studied in clinical trials.

WHAT SHOULD I DO ABOUT SIDE EFFECTS?
If you experience a severe allergic reaction, call 9-1-1, or go to the nearest hospital.

Call the EHS if you have any side effects that bother you or do not go away. You can also submit directly to Pfizer using this form:
<https://vaers.hhs.gov/esub/index.jsp>

We also recommend that you sign up for V-Safe. **V-safe** is a smartphone-based tool that uses text messaging and web surveys to provide personalized health check-ins after you receive a COVID-19 vaccination.
Sign up for V-Safe:
<https://vsafe.cdc.gov/>

To find out more about the program click here: <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/safety/vsafe.html>

Be well,
Metro Health: University of Michigan Health

REPLY The sender indicated replies are not allowed.

You will also receive a full copy of the Emergency Use Authorization (EUA) in the letters section of MyChart.

METRO HEALTH
UNIVERSITY OF MICHIGAN HEALTH

Jack Health Visits Messaging Billing Resources Profile

Letter Details

- Message Center
- Ask a Question
- Letters
- Request Rx Refill
- Care Advice Calls

FACT SHEET FOR RECIPIENT

**EMERGENCY USE AUTHORIZATION (EUA) OF
THE PFIZER-BIONTECH COVID-19 VACCINE TO PREVENT CORONAVIRUS DISEASE 2019 (COVID-19)
IN INDIVIDUALS 16 YEARS OF AGE AND OLDER**

You are being offered the Pfizer-BioNTech COVID-19 Vaccine to prevent Coronavirus Disease 2019 (COVID-19) caused by SARS-CoV-2. This Fact Sheet contains information to help you understand the risks and benefits of the Pfizer-BioNTech COVID-19 Vaccine, which you may receive because there is currently a pandemic of COVID-19.